

# IMPORTANT INFORMATION for our UHC Dental Medicare providers!

UnitedHealthcare appreciates the excellent service given to our Medicare Dental membership by our participating dental providers. We are committed to making it easy to work with UHC Dental Medicare Plans.

## Quick tips



**You can find provider information on the BACK of the member's universal medical ID card.**

This includes the website and phone number to call to verify eligibility and benefits or to get answers to other questions.



**Check out the 2019 Provider Quick Reference Guide (QRG) online eBook at UHCDental.com.** It has detailed answers to many questions about UHC Dental Medicare Plans, including information about covered codes and prior authorizations.



**All UHC Dental Medicare plans pay on PPO FEE SCHEDULES** (except in Southern California).

Some Member ID cards have to include HMO wording for reasons unrelated to the Dental Plan.

## For your reference...

### Nationwide UHC Dental Medicare Plan Names

that may be associated with members you serve.

- AARP MedicareComplete
- Erickson Advantage
- Rocky Mountain
- Sharp SecureHorizons
- UnitedHealthcare Assisted Living
- UnitedHealthcare Chronic Complete
- UnitedHealthcare Dual Complete
- UnitedHealthcare Medicare
- UnitedHealthcare MedicareComplete
- UnitedHealthcare Nursing Home
- UnitedHealthcare Sync
- UnitedHealthcare The Villages MedicareComplete

## Access the correct provider Web portal.

For UnitedHealthcare Medicare plans,  
go to [UHCDental.com](http://UHCDental.com).

The screenshot shows the UHCDental.com homepage. At the top, there is a navigation bar with links for Home, Provider Search, FAQ, Join Our Network, Claim Information, and Resources. Below the navigation bar, a welcome message reads "Welcome to the UnitedHealthcare Dental Provider Portal". A prominent banner states "Now Available - Online Claim Form!" and provides instructions on how to access it. Below this, there are two main sections: "First Time User?" with a "REGISTER" button and "Provider Log In" with a "LOG IN" button. A "Website Tips" section is also visible, along with a "Submit Your Claims Electronically" section.

For UnitedHealthcare Dual Complete (DSNP) \* plans,  
go to [UHCPROVIDERS.com](http://UHCPROVIDERS.com).

The screenshot shows the UHCPROVIDERS.com homepage. At the top, there is a navigation bar with links for Home, Provider Search, FAQ, Join Our Network, Claim Information, and Resources. Below the navigation bar, a welcome message reads "WELCOME TO UHC DENTAL". A prominent banner states "The Provider Web Portal is a free, real-time, on-line tool, which offers many features designed to reduce costs, reduce time spent on the phone, and decrease the turn-around time of authorizations and claims. This portal is associated with UHC Dental and is for Medicaid patients." Below this, there are two main sections: "RETURNING USERS" with a "User Name" field and "About UnitedHealthcare Community and State Plans". A "PROVIDER ALERTS" section is also visible, mentioning "Kansas Providers" and a date of November 1, 2018.

\*In Dual Special Needs Plans (DSNP) the members are eligible for both Medicare and Medicaid.  
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**Keep this reference sheet handy.**

Place near your phone and computer for quick access to Websites and other important information.

**Thank you for partnering with UHC Dental Medicare to give our members the best service.**